

ADMINISTRATIVE PROCEDURE #15

OFFICE OF INFORMATION TECHNOLOGY SERVICES (OITS) SERVICE REQUEST METHODOLOGY

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Section 15.1 Purpose

The purpose of this administrative procedure is to provide a standard process to be used by the staff of the Department of Children and Family Services (DCFS) when requesting services from the Office of Information Technology Services (OITS). This procedure should be followed when requesting all types of services relating to electronic information technology (IT) such as new projects, system maintenance, system enhancements, hardware, software, access to systems, technology training, and consulting services.

New project, system maintenance, system enhancement, and consulting services requests should all be submitted using the OITS Request for Services form **CFS 822, DCFS/Office of Information Technology Request for Services** form. All other requests, such as problem resolution, equipment moves, equipment maintenance, and equipment repairs should be requested by calling the DCFS/SACWIS Consolidated Service Desk (Help Desk). Security requests, such as access to systems (i.e. SACWIS, PACIS, CYCIS, and etc.) should be submitted to the Security Administrator at Security Admin mailbox.

This administrative procedure provides:

- Guidelines for requesting services from OITS
- Effective evaluation of requests for services
- Approval of requests in accordance with State of Illinois initiatives, DCFS initiatives and OITS initiatives and OITS resources
- Fair and equitable access to OITS resources

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This administrative procedure **does not** provide:

- Guidelines for requesting services from OITS by Purchase of Service (POS) agencies

Section 15.2 Definitions

“Access” means a permitted connection to any network, internal or external system.

“CMS” means the Illinois Department of Central Management Services.

“Data” means any information that exists in a State-owned medium including but not limited to tapes, cassettes, cartridges, hardcopies, E-mail messages, hard disks, and memory.

“Hardware” means PCs, laser printers, removable disk drives, and etc.

“Help Desk” means the DCFS/SACWIS Consolidated Service Desk.

“IT” stands for Information Technology.

“IT Purchases” means any expenditure of funds for IT Services.

“IT Services” means IT training, network access, internal systems access, external systems access, Internet services access, equipment, software, equipment maintenance, equipment repair, equipment moves, application development, application maintenance or consulting services.

“IT Resource” means any hardware, software, data access or staffing service.

“OITS” means the DCFS / Office of Information Technology Services.

“PMO” means the DCFS / Office of Information Technology Services / Program Management Office.

“Purchase of Service (POS)” means agencies contracted by DCFS to provide services toward the care of wards.

“Security Admin” means the Email address of the DCFS Security Administrator.

“Software” means any desktop software, third-party vendor software, and non-agency standard software.

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Section 15.3 Request for Office of Information Technology Services (OITS) / Projects (CFS 822)

- A) Requests for services from the Office of Information Technology Services (OITS), should first be reviewed and approved by the Deputy Director or designee of the requesting User's Division/Unit, then emailed to the Program Management Office (PMO) mailbox. Signatures are no longer required for submitting a request. Requests for OITS services are initiated by completing a **CFS 822, Office of Information Technology Request For Services**. Upon receiving a request, the PMO will review each request for the following:
- 1) A determination that the request is clearly defined and all required information is presented.
 - 2) A comparison of the priority of the request in relation to other requests previously submitted by the requesting Division/Unit. The Deputy Director or designee will be contacted for clarification on priority with the division, when the need arises.
 - 3) A determination that the request meets the strategic goals and priorities of DCFS.
 - 4) A determination that the request meets the priorities and initiatives of the State of Illinois.
- B) In order that requests may be given proper consideration, please make sure the **CFS 822** addresses all of the following information:
- 1) A clear description of the objectives or purpose of the request.
 - 2) The specific service improvements or economic and operational benefits to be derived from this request. These improvements and benefits should be described in as much detail as possible.
 - 3) Other organizational areas that might be impacted by the proposed change, if known.
 - 4) A prioritization of this request, by the requesting Deputy Director or designee, as compared to other requests for OITS services within the requesting Division/Unit.
 - 5) Contact information of the requestor or designee within the requesting Division/Unit who will act as liaison to the PMO.
 - 6) Identification of a funding source when available.

If necessary, the Program Management Office will request additional information from the originator or designated contact person.

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Section 15.4 Request for Access to Information Technology Systems

Requests for access to any DCFS internal Information Technology network or mainframe systems (i.e. SACWIS, CYCIS, MARS, MARS FFP, PCD, etc.) or external systems (i.e. PACIS, LEADS, etc.) are handled as follows:

Any staff member who requires access to DCFS systems or requires access to the Internet must first get approval from his/her Supervisor. The Supervisor must then contact the Security Coordinator for their Division/Unit in writing, requesting access for the staff member. The Division/Unit Security Coordinator will determine the appropriate access based on position requirements. Contact the DCFS Security Administrator at the email address "Security Admin" for a list of security coordinators by division.

Staff members requesting access to Internet services, will be required to sign an Information Technology Certificate of Understanding (ITCU) form. Upon completion and approval, copies of the ITCU shall be maintained within OITS / Security, the user's official personnel file, and the Internet Access Authorization file maintained by the requesting division's security coordinator, who is identified by the Deputy Director or designee.

Upon approval by the Division / Unit Security Coordinator, the requesting division's Security Administrator, who has been identified by the Deputy Director, is notified of the request for information systems access at email address "Security Admin".

Access to the networks, systems or Internet cannot occur without proper electronic wiring. OITS must coordinate electronic connections with CMS. This inter-agency coordination requires 30 to 60 days advance notice. Requests must account for this timeframe.

Section 15.5 Request for Information Technology Equipment Maintenance, Repair, and Problem Resolution (Help Desk)

OITS is responsible for ensuring that all IT equipment is kept in proper working order. To accomplish this, OITS will provide scheduled maintenance for all IT equipment. IT equipment will be repaired on request. When a problem occurs involving computer equipment, software, or access, the DCFS/SACWIS Consolidated Service Desk (Help Desk) should be the first contact for resolution.

- A) The Help Desk will open a trouble ticket and perform the initial troubleshooting. If the Help Desk cannot solve the problem, the trouble ticket will be escalated to DCFS OITS staff for resolution. Calls should not be placed directly to OITS staff.
- B) When a call is placed to the DCFS/SACWIS Consolidated Service Desk, the caller will be asked to describe the problem in detail and the actions taken to date to solve the problem. The caller must be prepared to supply the Help Desk with as much of the following information as possible:

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- 1) Name, location, and a phone number where the worker can be contacted.
 - 2) Network ID, IMSA/TSO ID#, or other ID# if an application is the problem.
 - 3) The State Property Control Tag#, Serial#, and computer name on the equipment.
- C) If OITS staff replaces defective equipment with another device, the Facilities Unit will install a Replacement Identification Number (RIN#) tag and call the DCFS/SACWIS Consolidated Service Desk to report the tag number and close the call. If a vendor must remove equipment from the work site in order to repair it, the vendor must call the DCFS/SACWIS Consolidated Service Desk first.

NOTE: Only properly authorized support staff are permitted to place trouble calls to outside vendors. Staff members should not call software vendors directly as the vendors do not accept trouble calls from end-users. Any DCFS unit, other than the DCFS/SACWIS Consolidated Service Desk or appropriate OITS staff that calls a vendor will be charged for the service call.

Section 15.6 Request to Move Information Technology Equipment

IT equipment relocation can be planned and processed by notifying the DCFS/SACWIS Consolidated Service Desk (Help Desk). IT equipment must not be relocated by anyone other than authorized OITS personnel. **NOTE:** Site liaisons will work in conjunction with and at the direction of authorized OITS staff and perform the move on their behalf.

When OITS is not notified of equipment movement, the affected office may be without IT services for an extended period of time. Also, OITS distributes computer-generated reports based on the User's last known address. When a User moves and OITS is not notified, the report may not get delivered to the appropriate person in a timely fashion.

State agencies are required to maintain complete and accurate inventory records for performance tracking, vendor support activities, repair and replacement, and maintenance contract negotiations. Accurate records cannot be maintained without help from field and other Department staff.

Section 15.7 Request for New Information Technology Hardware or Software

To request new IT hardware or software, please follow these instructions.

- A) All IT equipment requests are to be called into the DCFS/SACWIS Consolidated Service Desk (Help Desk). If approved, OITS will handle the procurement, installation and notify Facilities Management of the change to inventory. Facilities Management will install an Identification Number tag and call the DCFS/SACWIS Consolidated Service Desk (Help Desk) to report the tag number and close the call.
- B) No DCFS Division/unit staff, other than the Office of Information Technology support staff, should call a vendor for the procurement of new equipment or software.

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